FMS APPLICATIONS OPERATIONS-MONTHLY REPORT
Deliverable 35.1.5m

Executive Summary

Period Ending 10/31/01

Service Level	Description		Current Month		Quantity
			Target	Actual	
	Response Times				
2.0	Response Time - High		90%	100%	9
2.1	Response Time - Medium		90%	100%	61
2.2	Response Time - Low		90%	100%	2
	Resolution Times				
2.3	Resolution Time - High (Complex)		90%	100%	9
2.4	Resolution Time -Medium (Complex)		90%	100%	63
2.5	Resolution Time - High (Simple)		90%	100%	
2.6	Resolution Time -Medium (Simple)		90%	100%	
	Other Service Metrics				
2.7	Resolution Quality		95%	100%	73
2.8	Work Estimate Accuracy		90%	0%	
2.9	Service Reporting Delivery		7	7	1
	Help Desk Metric				
3.0	Request Volume		100	73	73

Monthly Highlights

1) Completed VFA End to End user testing and moved VFA development into FMS production.

2) Updated FMS security forms with all FMS Team members.

3) Most of the activity of the Tier I & II Help Desk issues were related to LEAP Performance Report, VFA Testing, CFO Processes, and Access issue.

4) Reviewed Change Request Log with Change Control Board, and closed completed items. Total of 18 High priority items currently.

5) Created new Change Control Meeting Structure to include all Phase III SFA programs.

6) Developed contact list for all SFA Programs for FMS change request meetings.

7) Created New Security form for All SFA employees for FMS system.

8) Started knowledge transfer of FMS Phase III program support to FMS operations.

9) Four weekly FMS Change Control meetings held during this month.

10) Released CR 1.15.

11) Leap / Sleap performance report deadline completed with 80% agencies submitted online.

12) Completed New FMS nomenclature for responasbilitys in system.

13) Logged all FMS Help Desk calls from 10/01/01 thru 10/31/01.

(See Appendix A for detailed explanations of the Metrics.)